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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/839,080	04/23/2001	Frederic M. Newman	017	2711

7590 05/31/2005

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EXAMINER	
JARRETT, SCOTT L	

ART UNIT	PAPER NUMBER
3623	

DATE MAILED: 05/31/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/839,080	NEWMAN, FREDERIC M.	
	Examiner	Art Unit	
	Scott L. Jarrett	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *23 April 2001*.

2a)☐ This action is **FINAL**. 2b)☒ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-20* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-20* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☒ The drawing(s) filed on *23 April 2001* is/are: a)☒ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date *4/1/2004*.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

DETAILED ACTION

Claim Objections

1. Claim 17 is objected to under 37 CFR 1.75(c), as being of improper dependent form for failing to further limit the subject matter of a previous claim. Applicant is required to cancel the claim(s), or amend the claim(s) to place the claim(s) in proper dependent form, or rewrite the claim(s) in independent form. Both Claims 12, the parent of claim 17, and Claim 17 are directed towards the displaying feedback on the second (technician) computer that affirms that the company has been notified that the service operation (work order) has been performed (completed).

Claim Rejections - 35 USC § 103

2. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

3. Claims 1-2, 4-10, 12-15, 17 and 19-20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Jacobs et al., U.S. Patent Publication No. 2002/0010615.

Regarding Claims 1, 12-15 and 17Jacobs et al. teach a system and method for managing a plurality of complex work orders for a mobile workforce (contractor, technician, employee, staff, personnel, etc.), wherein service technicians utilizes a plurality of service equipment assist in the completion of the work order (on-site services), comprising (Abstract; Paragraphs 004, 0010-0011, 0036, 0039-0040, 0065-0068; Figure 3 as shown below):

- storing on a computer associated with a company (business) a plurality of work orders that identify/detail detailing the work/service to be performed and wherein there are a plurality of remote computers (workstations, portable computing devices, etc.) at a plurality of service locations (e.g. well sites);

- transporting a second computer to the service location in a service vehicle, a mobile workforce inherently having transportation means for performing on-site services/work (Paragraph 0030, 0039; Claim 13);

- providing a wireless communication link (mobile phone, wireless network, etc.) between the company and the service technician (Paragraph 0039);

- communicating the work order from the company to the service technician over the wireless communication link (Paragraphs 0017, 0039-0040, "...WMS 150 performs the functions of scheduling, assigning and communicating work orders to particular technicians.", Paragraph 0040);

- inputting into the service technician's computer information that the work order has been performed (completed, status) by the service technician ("...having technicians communicate a start or completion signal to the workforce management system...", Paragraph 0014; Paragraph 0010, 0065-68);

- communicating/notifying the company that the work order has been performed ("...dispatcher 140 also receives status reports from technicians...:, Paragraphs 0040, 0055-0056, 0065-0068);

- validating the completion of work orders and their sub-orders (tasks, activities, predecessors) and "transmitting warning messages to field technicians when the precedence criteria have not been satisfied" (Abstract).

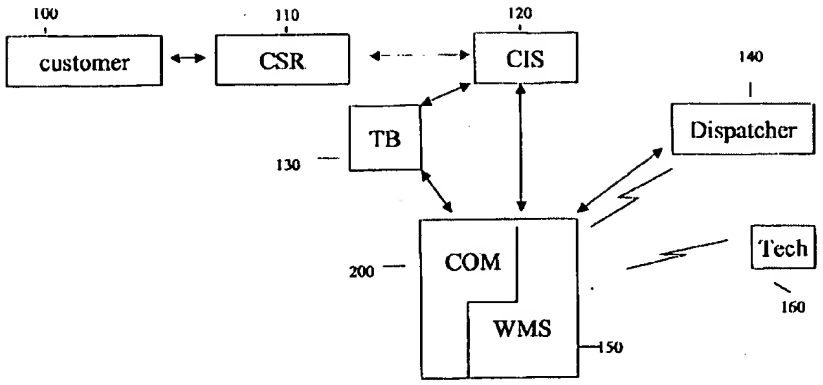

Figure 3

While Jacobs et al. teaches that the method and system for managing work orders for a mobile workforce enables robust communication and messaging between the service technician and the central system (dispatcher, etc.) through a plurality of information, messages, alerts, statuses and the like Jacobs et al. does not expressly teach that the system provides (displays, sends) feedback (message, alert, etc.) to affirm (confirm, acknowledge) the receipt of the work order completion status (message, alert, update) as claimed.

Official notice is taken that the acknowledgement (confirmation, feedback, affirmation) of the receipt of a message (information, data, etc.) is old and well known in the art and provides feedback to the sender of the message that the information has been delivered or that the receiver has received or even read/processed the information (message) sent. For example, when using electronic mail to communicate with another entity (person, system, etc.) in a remote location it is common for the electronic mail

system to provide feedback to the user that the message has been sent successfully and/or that the message has been read by the recipient by displaying a visual message in the form of a message box thereby indicating (visually displaying) information such as the confirmation that the sender does not need to re-send the message/information.

It would have been obvious to one skilled in the art at the time of the invention that the method and system for managing work orders for a mobile workforce, specifically the system's utilization of computers (personal digital assistants, etc.) and wireless communications link to enable a plurality of messages, alerts and information regarding work orders to be exchanged between the system and the plurality of service technicians, as taught by Jacobs et al. would have provided (displayed) service technicians with feedback (message, alert, etc.) on the technician's computer affirming that the company has been notified that the work order has been completed and in doing so providing confirmation that the service technicians status update need not be re-sent.

Regarding Claim 2 Jacobs et al. teach that the method and system for managing complex work orders for a mobile workforce further comprises the acknowledgment (confirmation, affirmation, etc.) by the company to the technician that the company received the input (input, first input, message, etc.) that the service technician completed (performed) the work order (service).

While Jacobs et al. teaches that the method and system for managing work orders for a mobile workforce enables robust communication and messaging between the service technician and the central system (dispatcher, etc.) of a plurality of information, messages, alerts, statuses and the like Jacobs et al. does not expressly teach that the system acknowledges the receipt (input) of the work order completion (status, message, alert, update) as claimed.

Official notice is taken that the acknowledgement (confirmation, feedback, affirmation) of the receipt of a message (information, data, etc.) is old and well known in the art and provides feedback to the sender of the message that the information has been delivered or that the receiver has received or even read/processed the information (message) sent.

It would have been obvious to one skilled in the art at the time of the invention that the method and system for managing work orders for a mobile workforce, specifically the system's utilization of computers and a wireless communications link to enable a plurality of messages, alerts and information regarding work orders to be exchanged between the system and the plurality of service technicians, as taught by Jacobs et al. would have acknowledged (confirmed, affirmed, etc.) the receipt of the technicians status information (e.g. completion of service message/alert/update) thereby providing confirmation that the service technicians status update (information, alert, first input) need not be re-sent.

Regarding Claims 4-10 and 19-20 Jacobs et al. teach a method and system for managing complex work orders for a mobile workforce wherein the work orders consist (are applicable) to any of a plurality of service/work to be performed as discussed above.

The specific recitations of specific types of work (services) to be performed merely represent the intended field of use and as such the claimed work order types are non-functional descriptive material. That the types of work are related to well known well site service activities is irrelevant since the intended field of use does not change the overall functionality of the system. The intended use must result in a manipulative difference as compared to the prior art. See In re Casey, 152 USPQ 235 (CCPA 1967) and In re Otto, 136 USPQ 458, 459 (CCPA 1963).

Accordingly, at the time of the invention, it would have been obvious to a person of ordinary skill in the art to utilize the system of Jacobs et al. to manage well site work orders for a mobile workforce since the system of Jacobs et al. provides a comprehensive work order management system that can be used to manage work orders in a plurality of industries.

4. Claims 3, 11, 16 and 18 are rejected under 35 U.S.C. 103(a) as being unpatentable over Jacobs et al., U.S. Patent Publication No. 2002/0010615 as applied to claims 1-2, 4-10, 12-15, 17 and 19-20 above, and further in view of Daffin et al., U.S. Patent No. 5,893,906.

Regarding Claim 11 Jacobs et al. teach that the system and method for managing complex work orders for a mobile workforce further comprises accessing the work order from the service location (e.g. well site) by entering information/data into the technicians computer (system, PDA, etc.: Paragraphs 0017, 0039, 0066).

Jacobs et al. further teaches that the system and method for managing work orders for a mobile workforce stores a plurality of detailed information regarding the work order including but not limited to a work order number (Figure 3 as shown below).

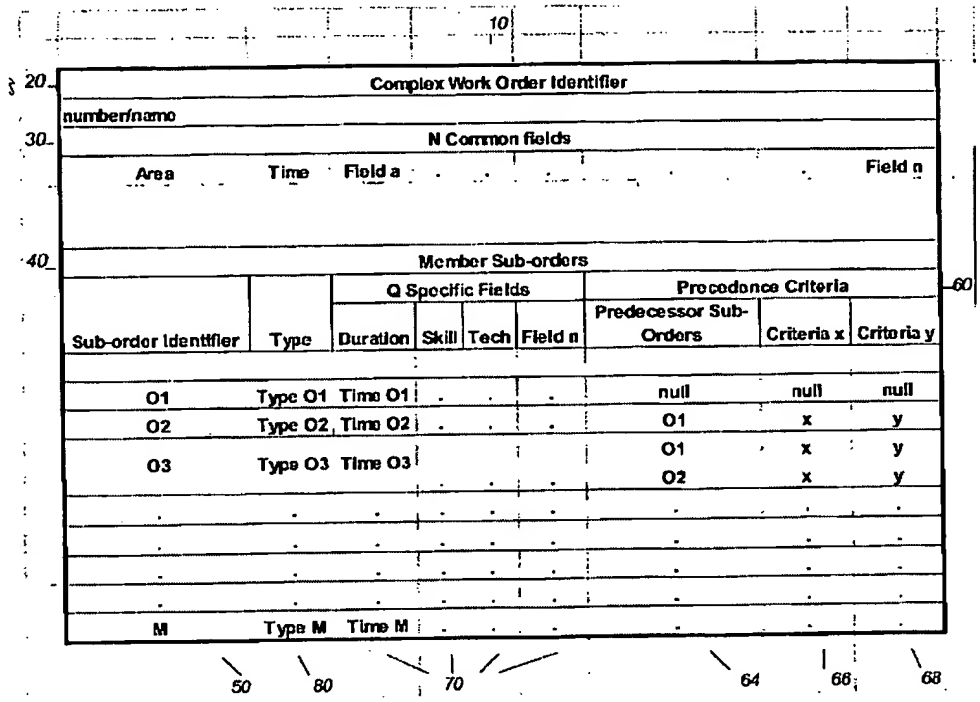

Figure 1

While accessing information using a unique number (order number, reservation number, trouble ticket number, flight number, etc.) is old and very well in the art as providing a convenient method for accessing and uniquely identifying a particular order (set of information) Jacobs et al. is silent on the exact information/data utilized by service technicians to access a work order (work order identifier) as claimed.

Daffin et al. teach a work order management system and method wherein the work order maybe accessed by entering the work order identifier/number (Column 8, Lines 31-46; Figure 4, Element 72 as shown below).

More generally Daffin et al. teach a method and system for managing a plurality of work orders assigned to a plurality of service personnel/technician (e.g. system

engineer) wherein the system creates, tracks (history of the work order) and assigns work orders thereby enabling the project manager (central system, controller, manager, etc.) to track "...what work orders need to be performed, which engineers are working on the work orders, which engineers are unavailable or overburdened, which orders have deadlines and which work orders have been completed." (Column 1, Lines 21-26).

It would have been obvious to one skilled in the art at the time of the invention that the method and system for managing work orders for a mobile workforce as taught by Jacobs et al. would have benefited by providing the plurality of system users (dispatchers, customers, service technicians, etc.) access to work order details by inputting (providing, entering, etc.) a unique work order identification number in view of the teachings of Daffin et al.; the resultant system providing a convenient method for uniquely accessing and tracking a work order.

Regarding Claims 3 and 16 Jacobs et al. teach a system and method for managing complex work orders for a mobile workforce as discussed above.

While the approval/acceptance of service/work being performed is old and well known Jacobs et al. does not expressly that the system and method for managing work orders further comprises inputting into the system (first or second computer) that a

representative of the company accepts (approves) that the service operation has been actually performed (completed by the service technician).

Daffin et al. teach a method and system for managing work orders wherein the system "...track a work order from generation until completion."(Column 2, Lines 3-5) and enables a representative of the company (project manager, an entity other that the entity that performed the work order) to accept (approve) or reject the work completed by the service technician (i.e. the project manager/quality assurance engineer/system engineer, a representative of the company "...can accept or reject the work order. The quality assurance engineer who accepts the work order ensures the system engineer has completely and correctly the work.", Column 2, Lines 10-14; Column 4, Lines 18-26).

Daffin et al. further teach that the work order management system and method enables the project manager to manage service personnel and work orders (Column 2, Lines 25-26) and that the steps of assigning, reviewing and approving work orders "...are repeated until all work pursuant to the work order has been completely and correctly performed." (Column 2, Lines 16-20; Figures 4, 6 and 7, Elements 212 and 224 as shown below).

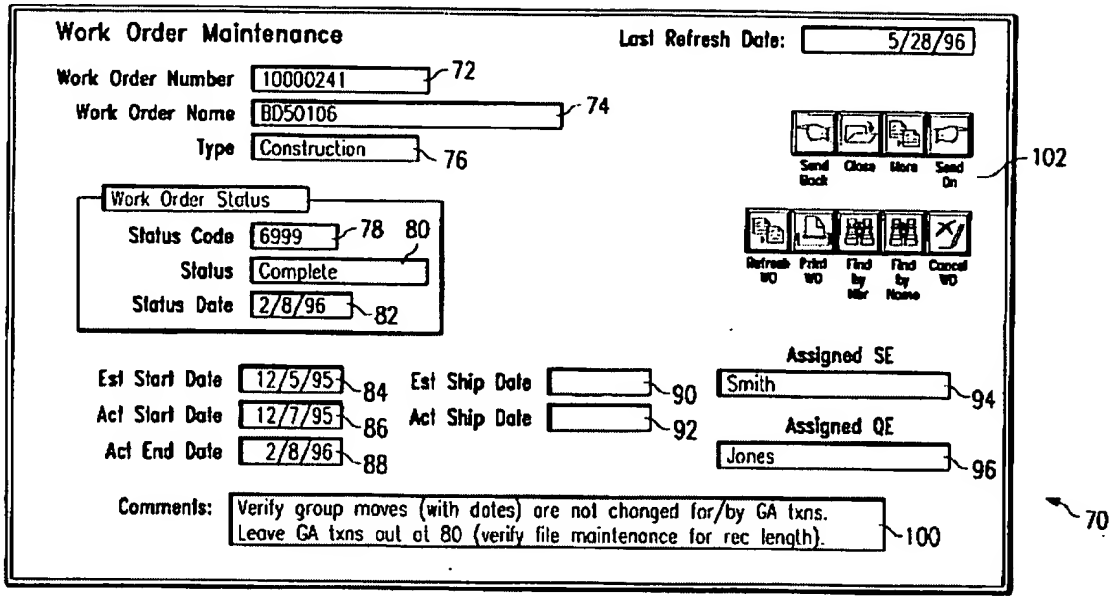
Work Order Maintenance
Last Refresh Date: 5/28/96
Work Order Number 10000241
72
Work Order Name BD50106
74
Type Construction
76
Send Back
Close
More
Send On
102
Work Order Status
Status Code 6999
78
80
Status Complete
Status Date 2/8/96
82
Refresh WO
Print WO
Find by Wkr
Find by Name
Cancel WO
Est Start Date 12/5/95
84
Act Start Date 12/7/95
86
Act End Date 2/8/96
88
Est Ship Date
90
Act Ship Date
92
Assigned SE
Smith
94
Assigned QE
Jones
96
Comments:
Verify group moves (with dates) are not changed for/by GA txns.
Leave GA txns out of 80 (verify file maintenance for rec length).
100
70

FIG. 4

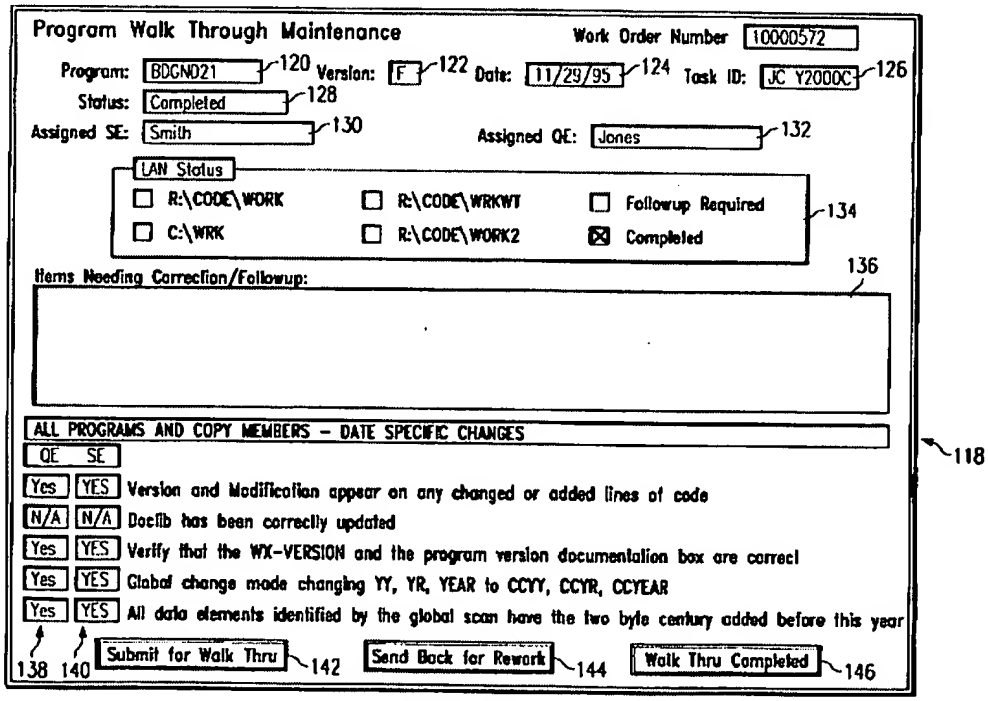
Program Walk Through Maintenance
Work Order Number 10000572
Program: BDGN021
120
Version: F
122
Date: 11/29/95
124
Task ID: JC Y2000C
126
Status: Completed
128
Assigned SE: Smith
130
Assigned QE: Jones
132
LAN Status
R:\CODE\WORK
R:\CODE\WRKWT
Followup Required
C:\WRK
R:\CODE\WORK2
Completed
134
Items Needing Correction/Followup:
136
ALL PROGRAMS AND COPY MEMBERS - DATE SPECIFIC CHANGES
QE SE
Yes YES Version and Modification appear on any changed or added lines of code
N/A N/A Doclib has been correctly updated
Yes YES Verify that the WX-VERSION and the program version documentation box are correct
Yes YES Global change made changing YY, YR, YEAR to CCYY, CCYR, CCYEAR
Yes YES All data elements identified by the global scan have the two byte century added before this year
118
138
140
Submit for Walk Thru
142
Send Back for Rework
144
Walk Thru Completed
146

FIG. 6

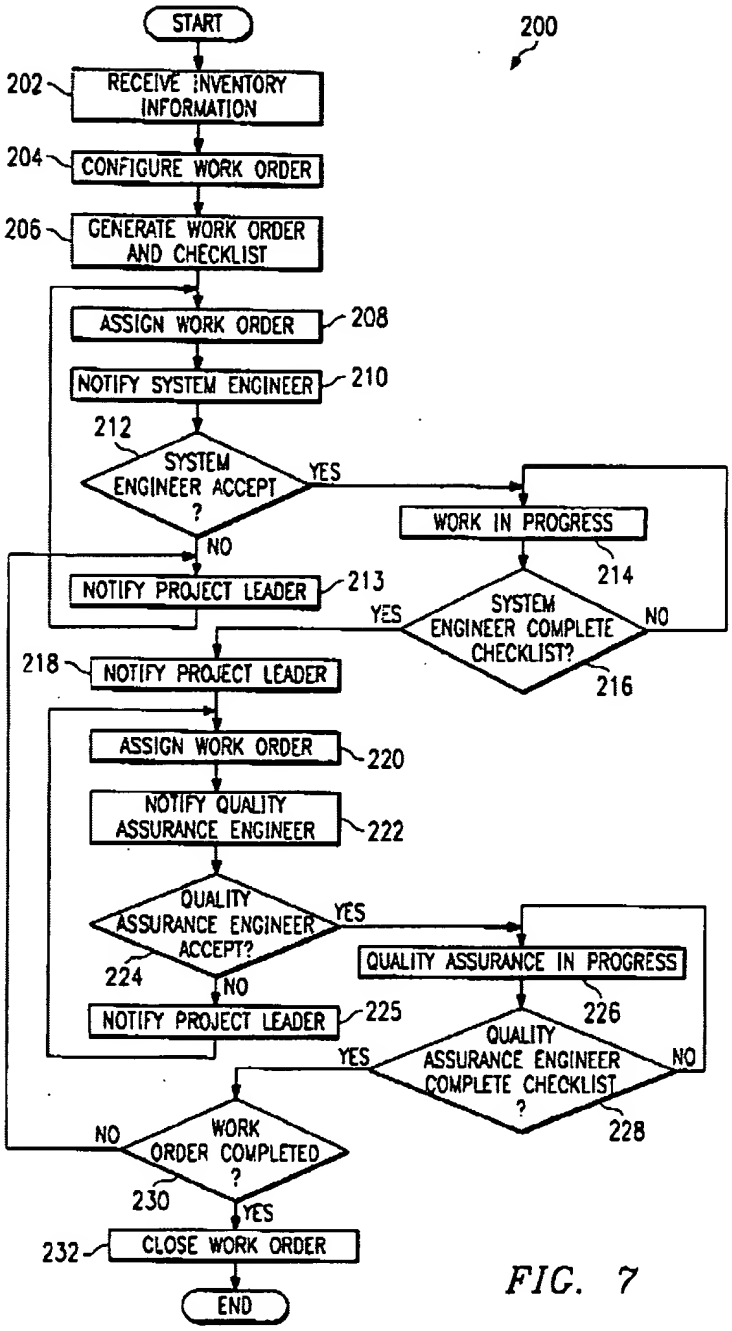

FIG. 7

It would have been obvious to one skilled in the art at the time of the invention that the method and system for managing work orders for a mobile workforce as taught by Jacobs et al. would have enabled the plurality of system users (dispatchers,

customers, service technicians, etc.) to access work order details by inputting (providing, entering, etc.) a unique work order identification number; the resultant system providing a convenient method for uniquely accessing and tracking a work order.

Regarding Claim 18, claim 18 recites similar limitations to Claims 1, 12, 14 and 16 and is therefore rejected using the same art and rationale as applied in the rejection of Claim Claims 1, 12, 14 and 16.

Conclusion

The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

- Hagar et al., U.S. Patent No. 3,921,152, teaches a remote terminal unit connected to each of a plurality of pumping wells to monitor their pumping operation.

- Millheim, Keith H., U.S. Patent No. 4,794,534, teaches a radio/telephone communication link between a well being drilled and a remote operations facility.

- Bergeron et al., U.S. Patent No. 4,922,514, teaches a method and system for dispatching field service technicians (contractors, employees, service engineers, etc.) wherein in the system manages work orders comprising of the identification of locations requiring resources (e.g. via alarms), selection and assignment of resources to identified locations and communication of the assignment to the selected resources.

- Rassman et al., U.S. Patent No. 4,937,743, teaches a method and system for monitoring and managing a plurality of resources required to complete a service (task, activity, project, work order; e.g. surgery).

- Newman, Frederic M., U.S. Patent No. 6,079,490, teaches a mobile repair unit (service vehicle) configured to service well sites (a mobile workforce; e.g. the system provides status information, determining the amount to be invoiced and the like). Newman further teaches that the mobile service vehicle comprises a computer, a wireless connection/communication link to a central computer, a plurality of sensors (e.g. transducers) and other well site related equipment (POCKETLOGGER, etc.) and materials.

- Karp et al., U.S. Patent No. 6,591,568, teaches a method and system for verifying the completion of a service (task, activity, visit) by a service technician.

- Harvey et al., U.S. Patent No. 6,519,568, teaches a workflow management system and method wherein the system enables the communication between a central site and a plurality of oilfield sites (e.g. well site).

- Khalessi et al., U.S. Patent No. 6,633,900, teach a method and system for managing work orders for a mobile workforce for a plurality of industries (e.g. utilities). Khalessi et al. further teaches that the work order management system comprises: the storage of work orders, a plurality of service technicians (field personnel), wherein the service technicians have a wireless communication link between the central system and a computing device (computer, personal digital assistant, etc.) as well as the communication of a plurality of work order information (data, service/work order status, details, completion, notification of assignments, etc.) between the central system and the plurality of remote/mobile service technicians. Khalessi et al. further teach that the system and method for managing work orders for a mobile workforce accepts updates as to whether the field service personnel received the work order and if the field service personnel accepted the work order.

- Newman, Frederic M., U.S. Patent No. 6,728,638, teaches a method and system for managing (monitoring) a plurality of service vehicles performing service (work orders) at a well site (i.e. a mobile workforce) wherein the system collects a plurality of information wherein the information "identifies what was done and who did it." Newman further teaches that the service vehicles are configured to perform a

plurality of well known well site services, transport a computer to the well site and are wirelessly connected to the system. Newman further teaches that the service technicians enter the well site identifier into the computer when beginning the work order (service).

- Jacobs et al., U.S. Patent Publication No. 2001/0037229, teach a method and system for managing (scheduling) work (work order, reservation, appointment) for mobile service representatives (a mobile workforce utilizing service vehicles).

- Jacobs et al., U.S. Patent Publication No. 2001/0047288, teach a method and system for managing (assigning) work orders (work) to service technicians in a mobile workforce.

- Jacobs et al., U.S. Patent Publication No. 2002/00160610, teaches a work order scheduling system and method for a mobile workforce wherein the system schedules (assigns, monitors, etc.) work orders that can span multiple days.

- Jacobs et al., U.S. Patent Publication No. 2002/0016645, teaches a method and system for managing (scheduling) work orders for a mobile workforce wherein the mobile service representatives utilize service vehicles and the system is configurable to optimize the mobile service representatives schedule (reservations, appointments) based on a plurality of business rules/constraints.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Scott L. Jarrett whose telephone number is (571) 272-7033. The examiner can normally be reached on Monday-Friday, 8:00AM - 5:00PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Hafiz Tariq can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

5/17/2005
SJ

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